



JOB PROFILE and PERSON SPECIFICATION

Job title: Visitor Services Supervisor

Reports to: Visitor Services Manager

Hours: 22.5 hours per week,
3 days a week across 7 days

Contract Type: Part Time, Permanent
(Tuesdays, Fridays, Saturdays)
with some additional hours possible
including weekend and evening working.

Salary: £19,000 - £23,000 pro rata

ABOUT WATTS GALLERY TRUST

Watts Gallery Trust is an Arts Council England National Portfolio Organisation that oversees Watts Gallery - Artists' Village. Consisting of Limnerslease, the former home of artists G F Watts and Mary Seton Watts, the Grade I listed Watts Cemetery Chapel, designed by Mary Watts, the Pottery Building that formerly housed the Compton Potters Arts Guild, and Watts Gallery established in 1904 as the UK's first single artist museum, the Artists' Village is a leading regional visitor attraction. The Trust delivers an ambitious and far-reaching engagement and learning programme in prisons, in the local community and onsite, working to deliver our founders' Art for All ethos with some of the most vulnerable in society. It also manages the Artist's Studio Museum Network of 157 artist's studio museums across Europe, and the thriving Watts Gallery - Artists' Village, located in Compton, outside Guildford across 18 acres of Area of Outstanding Natural Beauty.

JOB SUMMARY

This is an exciting and important role in the day-to-day running of Watts Gallery Artists' Village, a developing multi-site museum, gallery and heritage estate in Compton, Guildford, founded by G F and Mary Watts in the late 19th century.

The Visitor Services Supervisor is part of a team of three supervisors reporting to the Visitor Services Manager, sharing daily Duty Managing responsibilities, ensuring volunteer stewards receive a supportive and enjoyable volunteer experience, and ensuring the safety and enjoyment of visitors and the security of the collection.

The Visitor Services team works with Marketing, Front of House and Estates to ensure excellent visitor services.

Duty Management

- Ensure that Front of House are briefed daily ensuring awareness of all daily public events for communication with visitors.
- Ensure Volunteer Stewards receive an excellent welcome and briefing before their shifts.
- Work closely with the Estates team, reporting any health, safety or technical problems effecting visitors' experience.
- Work closely with the Estates Manager to ensure security of the estate and to lock and alarm the buildings in the absence of the estates team for example evening events and weekends.

Volunteer Management

- Support the recruitment, induction, training and appraisal of volunteers, helping to augment and diversify the current team.
- In the absence of the Visitor Services Manager, with the other Supervisors, be the point of contact for Volunteers.
- Help to ensure that the rota runs smoothly with adequate cover in place.

Visitor Experience

- Work closely with the Front of House team to ensure a consistent and enjoyable visitor experience, contributing to training as required.
- Work with the Head of Operations to maximise physical and intellectual access on site, supporting visitors with additional needs.
- Ensure familiarity with all Fire and Health & Safety procedures and provide training for volunteers and other staff as required in consultation with Estates.

PERSON SPECIFICATION

Skills & Experience	<ul style="list-style-type: none"> • Excellent communication - with the ability to communicate well with a wide range of people. • Experience of working in a customer-facing environment. • Experience of working with volunteers is desirable. • Good IT skills.
Knowledge & Qualifications	<ul style="list-style-type: none"> • High standard of written English and numeracy. • A knowledge or qualification in First Aid, Health & Safety or willingness to undertake training.
Personal Attributes	<ul style="list-style-type: none"> • Ability to remain calm under pressure. • Proactive and resourceful. • Confident dealing with a wide range of people.

RECRUITMENT TIMELINE

To apply, please complete the attached application form and equality and diversity monitoring form and send them to recruitment@wattsgallery.org.uk by 9 am on Monday 25 October. In your application, please also include where you saw the role advertised or found out about the position.

First interviews will take place on 3 November at Watts Gallery/via Zoom. Second interviews will take place on 5 November at Watts Gallery. Please let us know within your covering e-mail if you require any adjustments to the interview process.

Watts Gallery Trust is committed to addressing inequality in the arts and ensuring

equality of opportunity in employment. We consider diversity a strength and are keen to make our workforce more representative of different backgrounds and experiences. We strongly encourage applications from people who identify as Black, Asian or minority ethnic, young, disabled, LGBTQI+, working class, or living or working in areas of socioeconomic deprivation in our region.